

## How to resolve Call Tracking issues?

### What to do if calls are tracking from a personal SIM on Samsung devices?

**Step 1:** Check if the **official number** is in SIM slot 1.

**Step 2:** If not, insert the **official number** into SIM slot 1.

**Step 3:** Long press on the **Runo app icon**.

**Step 4:** Tap on **App Info** (or the “i” icon).

**Step 5:** Go to **Storage**.

**Step 6:** Tap on **Clear Data**.

**Step 7:** Open **Runo** and log in again.

**Step 8:** Allow all required **permissions** and make a test call.

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